

Document Management System for the Records Access Management Project (RAMP)

Development CEP - Reference

Development CEP Questions

Response

1	1.4 Application Software	What kind of capabilities or services are expected to be delivered by the new system via the enterprise service bus? Please provide an example.	For the initial standalone development, there are no expectations for the enterprise service bus however, the system should have the capability built in for future integration into the CHIMES systems.
2	1.3 Objectives	We understand that the Department will select a "Conversion Contractor" through a separate procurement. a. Will this contractor be awarded the conversion work in parallel with the "Development Contractor"? b. Will the Department provide the necessary liaison to coordinate the milestones and deliverables between these two contractors?	Please note that Vendors are welcome to bid on both contracts. The conversion contract will be awarded at the same time as the development contract. The Department will provide the required liaison between the two Contractors (if different).
3	ATTACHMENT A: DOCUMENT COUNT BY COUNTY	Are all the staff members listed for each county expected to be active users in the new system?	There will be approximately 450 system users consisting of all Public Assistance Bureau and select Quality Assurance Division (QAD) staff. The Department will add new users to the system in the future as we expand the document imaging to other divisions.
4	ATTACHMENT A: DOCUMENT COUNT BY COUNTY	How many concurrent users are expected in the new system?	Initially, the Department will purchase 71 scanners/work stations and will add scanners as the need arises. The System should expect to see 70 to 150 concurrent users.
5	ATTACHMENT A: DOCUMENT COUNT BY COUNTY	Is there an approval workflow in the present manual process for processing and storing the various documents? If yes, please explain the process.	Currently applications are received in the Public Assistance Offices and entered into the eligibility systems by front desk personnel and filed in the case file. At the time the application is entered into the systems, a unique case id is assigned. Verifications, redeterminations/recertification's and change reports received are also associated with the unique case ids and filed in the case file. The future work flow is yet to be defined. Please reference Attachment H: Casefile Organization Policy (FMA 1511-1)

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6	ATTACHMENT A: DOCUMENT COUNT BY COUNTY	Does the 5.5 million documents count include all documents across various case records?	It is difficult to get an exact number of documents that will need to be converted. The 5.5 million is the Department's best estimate at this time and is considered to be a high estimate.
7	ATTACHMENT C: PROPOSED SYSTEM FOLDER STRUCTURE	Will the folder structure remain same across all the 42 Counties?	The folder structure will be identical in all counties.
8	ATTACHMENT C: PROPOSED SYSTEM FOLDER STRUCTURE	Will there be documents across multiple folders related to a single case? For example: a. Work Registration Form (HCS-543-A); and ABAWD exemption Verification; etc.	No. Each document is intended to be indexed in a specific area (folder) within the case file.
9	ATTACHMENT D: CHIMES SOFTWARE ENVIRONMENT	What kind of integration is required with CHIMES?	Initially there are no integration requirements with CHIMES. The standalone document management system will use the CHIMES/TEAMS client id and case numbers. The system should be designed with future integration with CHIMES in mind.
10	ATTACHMENT E: DOCUMENT MANAGEMENT SYSTEM HIGH LEVEL REQUIREMENTS	"The system shall allow documents to be associated with multiple case numbers." Please explain this requirement with an example.	An example would be a birth certificate is entered in one case. Subsequent move of the household member to another case may require copying the birth certificate for the individual into another case.
11	ATTACHMENT E: DOCUMENT MANAGEMENT SYSTEM HIGH LEVEL REQUIREMENTS	Does the Department presently have LDAP or Windows Active Directory for authentication and single sign on?	The standalone system should use the existing CHIMES system security model.

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12	ATTACHMENT E: DOCUMENT MANAGEMENT SYSTEM HIGH LEVEL REQUIREMENTS	"The system shall provide the means for specified users to create a temporary case level "public user" login that will enable the "public user " to view only documents associated with the users specific case." Is it required to make a folder available over "internet" to external users? If so, who will have access to this folder?	The intent is to allow an individual (who is applying for benefits) the ability to temporarily view his/her documents. The requirement is that they will only be able to view documents associated with their particular case. The Department will require that the individual come in to an OPA office to view these documents. The Contractor should propose their solution to this requirement. It is feasible that the OPA worker could assign the individual a temporary sign-on to view their case folder. The system will be available on the intranet, there is no requirement that it be available on the internet.
13	General	Has the State looked at any COTS solutions for Document Management System? Several COTS products available such as FileNet etc. Please provide the reason why State wants to go for custom developed solution.	The State has looked at FileNet (as a COTS solution) and has decided to pursue a custom solution due to the prohibitive sustaining costs associated with FileNet licensing for the large number of users in the Department.
14	RFP; Sec 1.3; Pg#4	RFP states that <i>"Following a successful pilot, the Department will integrate the system into the workflow of all of the SNAP, TANF, and Medicaid eligibility workers and the Conversion Contractor will complete conversion of the approximately 5.5 million documents"</i> .	
		- What is the Development Contractor responsibility during this phase? Please explain	During the Conversion phase of the project, the Development Contractor will be expected to: 1. provide user support as defined in section 3.1 of the CEP. An example of user support would be to answer questions regarding the design and usage of the system that the Conversion Contractor is unable to answer. 2. correct problems with the system as they are discovered.

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15	RFP; Sec 1.4; Pg#4	Please provide more details about "CHIMES" software environment. Will our scope be limited to the technology stack information provided in Attachment D or do we need to integrate with any CHIMES specific components during this phase of the project.	The Department prefers that the solution utilize the same technology as the CHIMES applications. Regardless, initially the system must work as a standalone application as well as be designed to integrate with the CHIMES applications.
16		Will this new system be hosted as a stand alone web application that provides the capability to upload, track and manage documents pertaining to case files or will be integrated with any existing case management system? Can you please share a perspective on how this will be used?	See response to question #15.
17		What will be the URL for the new system? Will it be sitting inside any MT portal or a standalone application?	The new system will reside within the State's intranet in the mt.gov domain. Initially, it will be stand-alone, but eventually will be in an Agency portal.
18	RFP; Sec 1.4; Pg#4	RFP states that <i>"the system proposed must be capable of providing its services across the enterprise via an enterprise service bus that the Department plans to implement as part of its system replacement efforts."</i>	
		- When is State planning to implement "Enterprise Service Bus"? Please provide timelines as this will be a dependency on our schedule.	See response to question #1

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19	RFP; Sec 2.2.2; Pg#5	RFP states that " <i>key staff shall be available after hours</i> ".	
		1 Please provide the time windows for after hours.	It is anticipated that the Conversion Contractor may propose working after hours to minimize the impact on the OPA county offices. The Development Contractor will be expected to be available to support this effort if problems are encountered with the conversion process. The hours are unknown at this time since these will be a part of the Conversion Contractor proposal(s).
		2 Please provide how State will be planning to pay for this. Will this be based on usage?	The Department anticipates that the Contractor will propose the level of support that will be provided as part of this effort. The costs for this support effort will be included in the Contractors fixed price bid.
		3 Can you please explain when and why this might be needed?	Please see response to question #19 sub-section 1 above.
20	General	- Please provide the overall planned project schedule like how many months etc.	It is anticipated that the project will start late September 2010 and will be fully implemented by June 2011.
		- Are there any business drivers towards this schedule? Please explain	Please see section 1.2 of the CEP.
21	Work Location	What is the project work location? Please confirm that all work must be performed at MT DPHHS facilities in Helena, MT.	The Department is currently not planning to provide the work facilities for the Development Contractor. Limited use of temporary on-site space might be negotiated. The Contractor will be expected to have on-site support in Helena for meetings and at the Pilot counties (CEP section 1.3) during a period of the Pilot testing.
22	Infrastructure	How many workstations can State provide for vendor staff for activities performed from State's facilities	See response to question #21.

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23	Work Location	Is project execution from offsite or offshore allowed?	The State does not preclude work performed offshore, however on-site support is required.
24	Work Location	Can the vendor use any global vendor owned facility to provide an economical solution? Please clarify.	See response to question #23.
25	Infrastructure	If State permits vendor to provide services remotely, please confirm that State will provide VPN access to State environments for vendor team members.	The State will provide the appropriate vendor access to State environments. VPN is an option that could possibly be utilized.
26	Infrastructure	Please confirm that State will provide vendor resources with all necessary hardware and software to execute this project.	Per CEP section 3.1, Construction, the State will provide and support the production, QA and Test environments. The Contractor is responsible for the development environment. It is anticipated that system software will be developed by the Contractor. The Contractor proposal should outline all licensed software that is part of their proposed solution along with the licensing requirements/ costs.
27	General	Does DPHHS expect vendor to have an office within the State of Montana?	Personnel presence should be a part of the Vendor proposal. On-site support as outlined in the CEP Section 2.2.1 is required.
28	General	Will any preference be given to vendors located in State of Montana?	No.
29	SME	How many Subject Matter Experts (SME's) will be allocated to this project?	Three (3) dedicated SME's will be available, however additional field staff users will participate as needed.
30	SME	How many hours per week of each SME is State planning to allocate for the project?	As needed up to 25 hours per week for each of the three dedicated SME.

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31	Testing	Performance/Load Testing:
		a. Is Performance/Load Testing in scope of this project?
		Performance and Load testing is expected as part of the Contractor's proposal and is in scope of this project.
		b. If yes, please provide performance related requirements.
		Performance and load testing requirements will be developed as part of the selected Contractor's SOW.
		c. If yes, please confirm that State will provide an environment and necessary performance testing tools for the vendor to conduct the performance testing from the State premises.
		Per CEP section 3.1, Construction, the State will provide and support the environment for load and performance testing. However, the State will not be providing the necessary performance testing tools for the vendor to conduct the performance testing.
		d. If yes, please let us know an approximate date by which the performance testing should be completed.
		The Contractor's proposal should outline the proposed schedule. Load testing should be done prior to the start of Pilot.
32	Travel	If travel required for requirement gathering, please provide the number of locations and the frequency of travel that we need to budget for.
		All requirements gathering sessions will be done in Helena. The frequency of these sessions should be proposed by the Contractor.
33	Travel	For User Acceptance Testing, do we have to travel to multiple counties within Montana or will the testing support be provided in a DPHHS central location (Helena, MT)?
		All UAT testing will be accomplished in Helena.
34	Travel	Will State provide travel expenses according to the State travel policies or should the vendor include travel expenses in the fixed price cost?
		The Vendor should include travel as part of their fixed cost proposal.
35	Knowledge Transfer	How many State resources (Functional and Technical) should we transfer the knowledge to towards the end of the project?
		It is anticipated that the Functional and Technical knowledge transfer will involve 5 - 10 state staff.
36	Project Environment	Please confirm that Sate will provide development, testing, acceptance and production environments for this project.
		Per CEP section 3.1, Construction, the State will provide and support the production, QA and Test environments.

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37	Project Environment	Please confirm that State will host the application in State's production environment.	Per CEP section 3.1, Construction, the State will provide and support the <u>production</u> , QA and Test environments. The State intends to host the application in it's production environment.
38	General	If State used vendor to develop the RFP, can you please provide the vendor name? Will this vendor qualify to bid on this project?	The RAMP Development and Conversion CEP's were developed by state staff.
39		What are the expected maximum concurrent users the system should support?	Initially, the Department will purchase 71 scanners/ work stations and will add scanners as the need arises. The System should expect to see 70 to 150 concurrent users.
40	RFP; Detailed Requirements Definition; PG#7	RFP states that <i>"During the Detailed Requirements Definition Phase the Contractor will assist the Department with defining a precise set of procedural instructions on the scanning methods and the exact location for the document storage."</i>	
		- This activity may be a bit too early during the requirements definition period. Can the vendor complete this by the end of design phase? Please confirm.	The intent of this requirement was to ensure that the Contractor had sufficient information from the State, in regards to the scanning and document storage requirements, to complete the system design. However, the Contractor's proposal should address time frames for requirements gathering as is appropriate for their overall approach to the project. The State will support the plan proposed and agreed upon in the final SOW.
41	RFP; Design; Pg#7	Does the design phase include Hardware specifications?	The Scanner and PC hardware specification are now posted on the State procurement website. The system production hardware environment specification will be included during the requirements gathering.

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42	RFP; Design; Pg#7	Has the State already determined scanning infrastructure?	The State has selected the scanners, PC's and hosting environment for this project. Additionally, the intranet infrastructure is defined in attachment A of the CEP.
43	RFP; Design; Pg#7	Please provide the below scanning volume details	
		- What is the monthly scanning volume?	Approximately 800,000 documents per month.
		- How many locations?	Please see attachment A for locations. Initially, there will be approximately 71 scanners.
		- Are the locations Centralized/decentralized?	Scanners will be located in each Office of Public Assistance and in PAB Central Office. These offices are located throughout the State.
		- How many scanner users?	Initially there will be approximately 450 system users. There may be 70 to 150 concurrent users.
		- Are Scanner users same as case workers?	Scanners will be utilized by both case management and clerical staff.
44	RFP; Conversion; Pg#8	How much time should be set aside for conversion support? Please provide details of duration of support requirements.	It is anticipated that the Development Contractor will need to provide support for the Conversion Contractor during the initial training of the Conversion Contractor, for one month of Pilot and for the 1-2 months of document conversion. The Contractor should clearly outline the level of support that will be available during these time frames.

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45	RFP; Conversion; Pg#8	RFP states that " <i>The Development Contractor will develop the conversion software</i> ".	
		- Won't conversion contractor be using the same software that would be used in operational use for uploading and indexing documents against case files?	The Development Contractor's proposal should clearly outline how they will develop the conversion process. It is likely that the conversion process will use much of the same software/ processes as the production scanning. There should be some additional processes to accommodate bulk scanning during conversion.
		- The only difference would be the scanning bulk quantities. Please clarify this requirement and State's vision for this.	See answer above.
46	RFP; Testing; Pg#8	Does the testing happen before or after the Conversion? Please clarify	The system and UAT testing will occur prior to conversion. The Pilot county documents will be converted prior to Pilot testing.
47	RFP; Testing; Pg#8	RFP states that " <i>The contractor will use State's environment for UAT.</i> "	
		- Who will provide the environment for development and system testing activities? Please clarify.	Per CEP section 3.1, Construction, the State will provide and support the production, QA and <u>Test environments</u> . The Contractor is responsible for the development environment.
48	RFP; Testing; Pg#8	Please provide the duration of UAT, State wants us to budget for.	UAT will last approximately 3-5 business days.
49	RFP; Testing; Pg#8	Please provide the duration of Pilot phase. This would be based on your assessment of the Pilot units and the number of staff and case files/documents involved.	Per attachment F, Ramp Conversion CEP, section 3.1, Pilot, "The Pilot phase will last for one month."
50	General	State used "Conversion of Case files" in several places. Please clarify that conversion means, scanning of current 5.5 million hard copy documents and loading into the new Document Management System. Is our understanding correct?	Yes, your understanding is correct.

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51	RFP; Sec 6; Pg#13	Please confirm that State needs the system in 9 months till implementation. (Sep 2010 to June 2011)	Yes, the State expects the system to be fully implemented no later than June 30, 2011.
52	Attachment C	Please confirm that the structure provided in Attachment C is for each Case. This means, for each case record, all the documents will be stored under the respective tabs/sub-tabs and will be displayed through a corresponding tab structure. Is our understanding correct? If not, please clarify.	Yes, your understanding is correct.
53	Attachment C	Is this the only Structure required for Document Management System – in other words, will this structure vary depending on the system within which this would be used?	This is the only structure that will be required during this phase of the project. The Department may add additional file/ folder structures to the Document Management system for future enhancements as we expand the system to work with other divisions.
54	Attachment E; R1	Do you want to copy a scanned document between case folders?	Yes, per Attachment E; R6
55	Attachment E; R1	Do you want to move a scanned document between case folders?	Yes, the system should allow documents to be moved between case folders. Also documents should be capable of being moved per Attachment E; R24 & R30
56	Attachment E; R1	Can the same document be uploaded more than once in once case folder? Please clarify	Identical documents should not be uploaded more than once into the same case folder.
57	Attachment E; R1	When will the user specify the sub-tab details? Will this be at the time of scanning or later on? Please clarify	The Contractor should propose a methodology defining their approach. It is anticipated that once the document is scanned the user will be prompted by the system for details such as case number and storage location.
58	Attachment E; R11	Please clarify whether "Purge" feature means purge of documents or data records.	The purge function will be defined in more detail during requirements gathering but the intent is that it will be at the document and data level and based on specific business rules.

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59	Attachment E; R17	Please provide details on CHIMES user level security function. Is this based on user role? How many such roles exist. Do you need a separate capability to maintain and manage users, roles, passwords etc. or would this be piggy-backing on the host system within which doc mgmt component is hosted.	CHIMES utilizes Oracle password-protected, role-based security to control user access. Ideally this system would duplicate the user security information stored in CHIMES to provide appropriate access.
60	Attachment E; R25	Are Tabs and Sub-Tabs under a case file? Please clarify	Each case file will have a complete set of tabs and sub tabs.
61	Attachment E; R25	Will the Tab Structure be same across all cases? Please clarify	Yes, the Tab Structure will be the same across all cases as defined in Attachment H: Casefile Organization Policy (FMA 1511-1)
62	Attachment E; R27	Requirement states that " <i>portions of a stored document</i> ".	
		Does this mean some of the pages of a multiple page document or a part of a page? Please explain	R27 states "The system shall provide a method for users to separate portions of a stored document and save/ store the separated portion to a new document/ case." A case can consist of several household members. If one household member is moved from one case to another, their specific information needs to be separated from the existing case documents and stored in the other case. This could be a separate page of a stored document or portions of a stored page.
63	Attachment E; R28	Is there not a separate contract (CEP) for conversion contractor?	R28 identifies the requirement for the Development Contractor to develop the conversion process in the system. Please reference section 3.1, Conversion, of the CEP.
64	Attachment E; R28	What is there to convert from Development Contractor scope of responsibility perspective?	The Development Contractor is not responsible for any of the document conversion. There may be a need for the Development Contractor to do some conversion while testing the conversion process.

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65	Warranty	Can the vendor provide warranty support from offsite/offshore? Please clarify	The Contractor should propose their solution to warranty support.
66		Can you provide a visual of how this system will be accessed? during operational use of the system, will scanning of documents be performed from one central location or will it be performed from each of the agency offices?	The Department does not have a visual representation of how the system will be accessed. The Contractor should propose their "vision" based on the requirements set forth in the CEP. As stated in the CEP section 1.3 "The Document Management System will allow Office of Public Assistance (OPA) workers the ability to scan documents at a central physical location within the office equipped with a scanner and a workstation, associate images with appropriate identifier(s), upload images to a the Document Management System, and view images satisfying specified criteria." The scanners and associated workstations are located at a central location in <u>each individual</u> OPA office located throughout the state (see attachment A for the location of these offices).
		We would imagine , it will be performed from individual offices. It would help if you can clarify your vision on this.	See answer above.

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67		What is the expected workflow? - will the user have some scanning software (usually supplied with the scanner), scan the documents to the user's computer and then upload the same to the website through a file upload control on the web page?	The Contractor should propose a methodology defining their approach. The State anticipates that once the document is scanned the user will automatically be prompted by the system for details such as case number and storage location.
		OR	
		Will the user trigger scanning directly from the web page, which in turn will directly communicate with the scanner through a plug-in software and then upload the scanned document to the web site?	This is more inline with the State's vision, please see the answer above.
		Has the State performed any proof of concept on this? Can you please share the details?	The Department did not complete proof of concept for this project.
68		Will all the scanners be TWAIN compatible?	Yes, please see the scanner details posted on the State procurement web site.
69		Please indicate the type/brand/model of scanners the State plans to use for scanning documents during operational use of the system.	The State will be using the Fujitsu fi-6240 flatbed scanner. Please see the scanner details posted on the State procurement web site.
70		The conversion process to be developed by the development contractor would depend on the process/methodology used by the Conversion contractor. Can the State provide a perspective on the approach for bulk scanning and indexing of the 5.5Million past documents.	The Conversion Contractor will be confined to using the conversion process that is developed by the Development Contractor. Part of the State's Development CEP scoring criteria will focus on the conversion process proposed by the Development Contractor to ensure that the process proposed will not be overly burdensome on the Conversion Contractor.

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71	3.1 – Overview (Testing)	The first paragraph in the Testing section states that the contractor will support the Department in conducting user acceptance testing. To help offeror's develop the most meaningful project schedules at this point and more accurately price the support necessary, could you define the length of time the Department anticipates conducting UAT?	The State anticipates that UAT testing will last for approximately 3- 5 business days.
72	3.2 - Required Deliverables – Pilot Phase	Since much of the information that users will need for pilot and implementation is the same and contained in both documents, can the Pilot Instruction Handbook and the User Manual be combined into one document with a pilot version and then a final version?	The State anticipates that there will be some one-time processes defined for pilot that will not be used in the ongoing processes (such as how to access the help desk). As long as these differences are clearly distinguishable between the pilot handbook and the User Manual, this approach would be acceptable. The Contractor is encouraged to clearly define their proposed approach in their proposal since the approach will be evaluated by the State.
73	3.2 - Required Deliverables – Warranty Period Support / Maintenance Plan	There is mention of the need for help desk support during the pilot phase (3.1 – Overview - Pilot). This Warranty Period Support/Maintenance Plan deliverable mentions the need to include help desk activity. Please confirm that the Department desires help desk support during pilot, statewide implementation and the one year warranty period.	The State is requesting that the Contractor propose the level of support (including help desk support) that will be included during the pilot phase, implementation phase and warranty phase. It is not expected that the level of help desk support/ activity will be the same in each phase. For example, "Help Desk" during the warranty phase could be proposed as an e-mail that is checked and responded to on a daily basis.